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Definition of invaluable from Webster Dictionary states as following;

Valuable beyond estimation

Priceless <providing invaluable assistance>

In my personal opinion Independence Northwest has undoubtedly provided myself, my family and countless others with priceless assistance. Should this service be emitted by the state of Connecticut it will be a debilitating loss as the Department of Social Services is irrevocably broken.

As it pertains to the D.S.S. a three hour wait time to speak to someone whom, not for lack of trying but rather a complete lack of knowledge is disgraceful.

I have learned more from Bob Gorman and his assistant Natalie in one conversation, without a three hour wait in the phone line, than the D.S.S. has ever provided. Truly what Independence Northwest has set out to do - empower disabled individuals to be empowered, to know their rights and to navigate this very imperfect system is exactly what they are doing!

Not once have I asked a question, and there were many, that I did not get an answer to. If the answer was unknown at the time Independence Northwest promptly replied "We will find out!" And they did.

Truly I would have been at a loss without them!

If they were to close their doors to whom could I get help from? D.S.S? Unfortunately I cannot even begin to count the number of times I've asked to speak with a manager at D.S.S. that I've gotten hung up on, gotten to a voicemail, left my message never to have heard back from.

In my case I was truly at my wits end when I had found out a doctor had been illegally charging me. I did speak with a manager from D.S.S. (after calling the Social Services Commissioners office,) this manager actually told me she did NOT know C.T. state law!!? How is that possible? Well it is in a truly imperfect system. Quite sadly true. Independence Northwest on the other hand empowered me with my rights. Without them - I would have been "lost in the system." They even took a step further contacting this medical doctor who wouldn't have conceded to taking illegal funds to me but with their swift approach clearly stating the facts (even going so far as to send the doctor C.T. state laws) I received what was illegally taken from me.

To end my letter and my clear disapproval of the state closing Independence

Northwests' doors I would also like to add that not only did Independence Northwest help me but they also helped my family who saw time and time again my stressful situation with D.S.S. My stress becomes my families stress and I can only imagine with the amount of disabled individuals that Independence Northwest has helped would only be magnified tenfold by including their loved ones who want so very badly to help but are also road blocked by this most imperfect system. Truly we are all grateful to Independence Northwest and it would truly shame the state of Connecticut to not recognize the amazing work that Independence Northwest provides.

The entire state of Connecticut would suffer from Independence Northwest being forced to close its doors and I implore the great state of Connecticut's reconsideration for this

great state would truly not be as great with Independence Northwests' doors forced to be closed.